



# Grove House Partnership

## Patient Group Meeting: 10<sup>th</sup> January 2018

### Attendees:

Syd Broxton (PPG)  
Deb Kelly (PPG)  
Tony Hayes (PPG)  
Edward Rawlinson (PPG)  
Beryl McWhan (PPG)

Stephen Dougherty (PPG)  
Sharon Hearty (PPG)  
Rita Gallagher (PPG)  
Joanne Valade (BM)  
Chris Jones (RM)

### 1: Apologies:

Ann Turner-Culverhouse (PPG)  
Roy Brown (PPG)  
Christine Owen (PPG)  
Harry Howard (PPG)  
Annamarie Worrall Arrowsmith(PPG)

John Lawrence (PPG)  
Terence Watkinson (PPG)  
Michael Pickstock (PPG)  
John Martin (PPG)  
Sharon Williams (BPS)

### 2. Matters arising from minutes/actions of previous meeting:

- A) Apologies were given.
- B) Times and dates for 2018 meetings were discussed.
- C) Syd asked about the Duty Doctor list, Joanne explained that Gill (the Advanced Nurse Practitioner) will see patients who are appropriate for her and she will feed anything into the Duty Doctors template for that day if further examinations needed. Gills role is going well, she is busy each day and no patients are unhappy seeing her instead of a GP.
- D) The vote for Chair Person was 100% which meant that Syd was to remain as Chair and for Anne to remain as Deputy Chair. Syd wished everyone a Happy New Year.

### 3. Wellbeing:

New Wellbeing Officer, Kristine, spoke to the Group with regards to how she has taken over from Rebekah and explained the job role. They deal with patients around the social side of health and look at ways it can be improved for a wide spectrum of patients. Kristine handed out the Wellbeing programme of activities for this quarter. There are a number of courses / activities that run for 3 months across Runcorn and Widnes.

Syd questioned who Kristine works for, Joanne explained that she works within the Practice, but is not employed by Grove House, but she is a great addition to the Practice and forms part of plans for the future.

#### **4: DNA's:**

The Group discussed a chart given around DNA figures and looked at the highs and lows, trying to understand if there was a pattern. The Group looked through the figures and also read through the DNA policy from the Practice. Joanne asked the Group to wipe the slate clean and to think about what they would now like the policy to include. The Group discussed being careful about the booking in process, having contact numbers and perhaps phoning the patient, if they have a history of DNA's, the next day after they have missed an appointment to try and find out the reason for it. The Group also discussed having a follow up text message.

They felt that information should be displays on the plasma showing how much each DNA costs and how much time wasted for each patient that DNA's an appointment. To perhaps use a stage process (i.e. 1, 2, 3, 4) incorporating that it has deprived someone else of an appointment. It was noted that June and July 2017 shown higher figures in the DNA rate than other months, so this needs to be looked into and see if there any particular reason for this.

It was discussed to update the policy to then be shown to the Partners so that they can sign off on it and to also bring an updated version of the DNA letter, which has been sent to patients in the past, to the next meeting for a read through and approve.

#### **5: GP Forward View:**

GP Forward view was discussed looking at high impact ways to reduce GP time. The Group discussed signposting, the role of a Receptionist and the culture around them. So much has changed with the role and they are not just there as a meet and greet anymore, but to navigate the patient to the best option for them. They are now become more Patient Services and Navigation than Reception and we need to re-educate around these changes. It was felt that the elderly may get confused by these changes and leave. Concerns were discussed about how much more time this process could consume on phone calls.

The meeting will discuss this again at the next meeting after looking at NHS choices information on what is available in Halton. Also to look at positive and negative ways that Reception have dealt with situations and navigated in the past.

#### **6: Mental Health:**

Not discussed so add to agenda for next meeting.

#### **7. Patient Comment Box:**

No comments in the box.

#### **9. AOB:**

No Further Business to discuss.

**Date of next meeting:**  
**Wednesday 7<sup>th</sup> February 2018**  
**4pm – 5pm**